



Town of Arlington, Massachusetts
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ITAC Minutes 04/06/2005

ITAC Public Hearing - Website **April 6, 2005**

A public Hearing was held by the ITAC Committee to solicit input on the website and the web survey. A summary of the items which were mentioned by the participants as important to have on the website follow:

Current minutes and announcements
Content collector
Verbatim Town Meeting transcript (want)
Links

Comments - Current Site

Redevelopment Board minutes
Board of Health minutes
Zoning Board of Appeals minutes
Variation in timeliness
Town Meeting minutes verbatim

Public versus private items – partnership
Emphasis on “news”

1. *Primary public actions*
2. *Small news*

Waste pickup
Progress on Projects

Archival information

Topical News

Differentiate types of news
Official town and school announcements
Project status
Road conditions: closing-construction
Feedback to town on such things as road conditions
Ticket system and warnings
Set as a home page
Vermont, New Hampshire, Maine website – road conditions

Maps

Precinct maps – hard to read (black & white)

Feedback on every page
Upload improvements

(ortho.mit.edu)

Map
Private Ways & Public Ways
Small size

Creation of a list for e-mailing citizens information – “Push List”

Location of Public Buildings

Better search engine

Satellite web sites
Create links instead of on one site

Jump off to businesses

“Branding” – all the “official” links should look the same

Current individuals who work on independent sites are excited to make the site their own – “Jazzed”

Common banner? Url?

Don’t use frames

Site accessibility

Indexable by search engines

GIS

Overlay maps – self-defined

Where are crosswalks, traffic lights, traffic accidents

Payments

Required payments – taxes, excise taxes

Payment for things like trash stickers
Eliminate going to town hall
Expand hours, efficiency
Paying by credit card
Charge a fee
Mail it back

Welcome to Arlington
Walking thru web pages
List of real estate offices, insurance agents

What is an RMV?

Interdepartmental Functions

One stop – list on 1 piece of paper

Browsing structure

Function, goal based

Navigation

Heavy cross-linking

Employment opportunities

Webmaster as Ombudsman?

Access to people who don't have computers